

## **Appendix G - Centralized Rideshare Service Center Instructions**

The Centralized Rideshare Service Center (CRSC) is a strategy that may be used by employers submitting a Multi-Site program that will provide equivalent services in lieu of having a trained person at each worksite. Requests for approval of a CRSC must be made in writing and be included with each Multi-Site Annual Employee Commute Reduction Program submittal. The request must describe the CRSC in detail and show how it will provide equivalent ETC services to the specific worksite(s). AQMD staff will review each request on a case by case basis to determine whether the CRSC meets the following criteria:

- Identifies the trained ETC that is at the CRSC facility location and demonstrates availability and accessibility to the ETC by all company employees;
- Demonstrates that the ECRP is adequately marketed and implemented at each specific site; and
- Ensures that all other sites in the Multi-Site program submittal have identified a site contact person who:
  - Has knowledge of the employer's Employee Commute Reduction Program;
  - Has knowledge of the employer's marketing methods;
  - Is available to meet with AQMD compliance staff.

*Requests must be submitted in the following order and must contain all elements.*

- Must define the process of employee access to rideshare matching and rideshare information including descriptions of site specific incentives that demonstrates how it will provide equivalent to an on-site ETC for employees at each site.
- Must demonstrate in definitive terms how each site will market, implement and maintain records in a manner that is equivalent to an On-Site Coordinator.
- Must define how the responsible ETC will be available to AQMD inspectors and identify the person by name.
- Must demonstrate in definitive terms that the responsible ETC is available, on an on-going basis to all employees reporting to work in the designated window.

The following Centralized Rideshare Service Center elements are recommended to be considered when preparing the proposal to demonstrate equivalent services at the worksite(s):

- Centralized center or kiosk that has rideshare literature available to employees. Who will administer or maintain rideshare information, bus schedules, flyers, promotions, matchlists, zip code lists, air quality information, newsletter, orientations, rideshare registrations etc.
- Availability of contact person to assist those who have basic questions/requests relating to ridesharing. Who/How will answer rideshare, transit, etc., questions? Who will issue transit passes, tokens, tickets? How often?

- ETC name and telephone number, work location and availability (hours and time periods when ETC will be at the worksite).
- ETC visitation schedule to all worksites.
- Maintain copy of Employee Commute Reduction Program at worksites.
- How does Guaranteed Ride Home program work at the sites? Who provides emergency ride services to ridesharing employees?
- How the monitoring and implementation of all strategies listed in program to be administered (point programs, direct subsidies, drawings, promotional events, recognition, etc.)
- Who will be available for AQMD inspections?